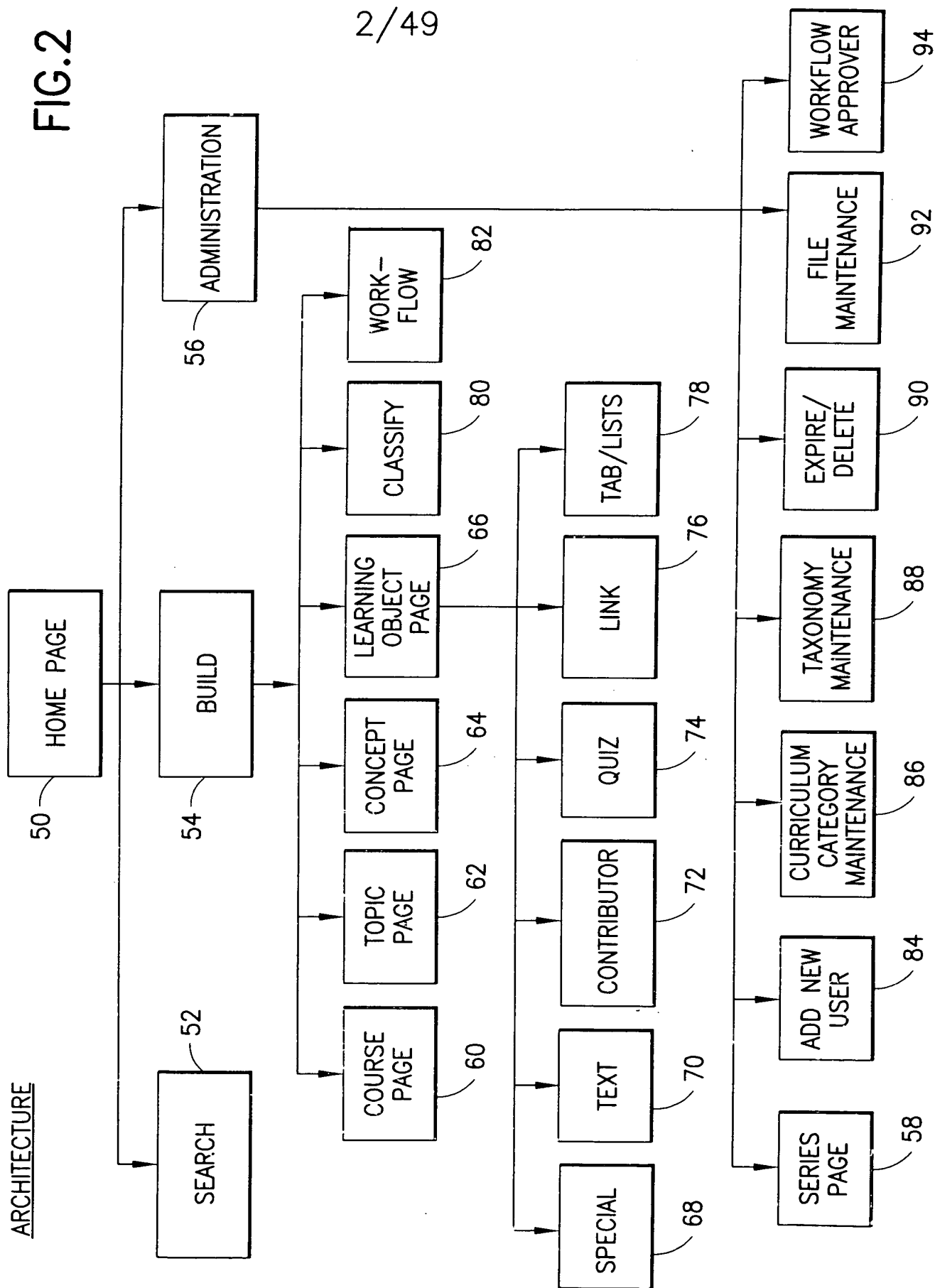


FIG.1

ARCHITECTURE

FIG. 2

2/49



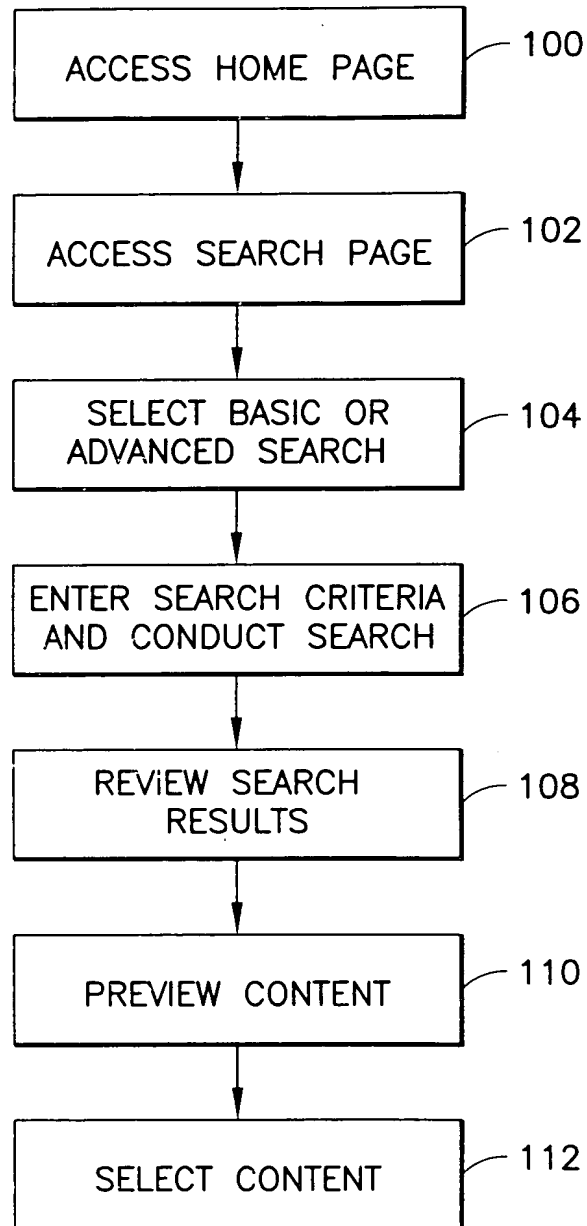


FIG.3

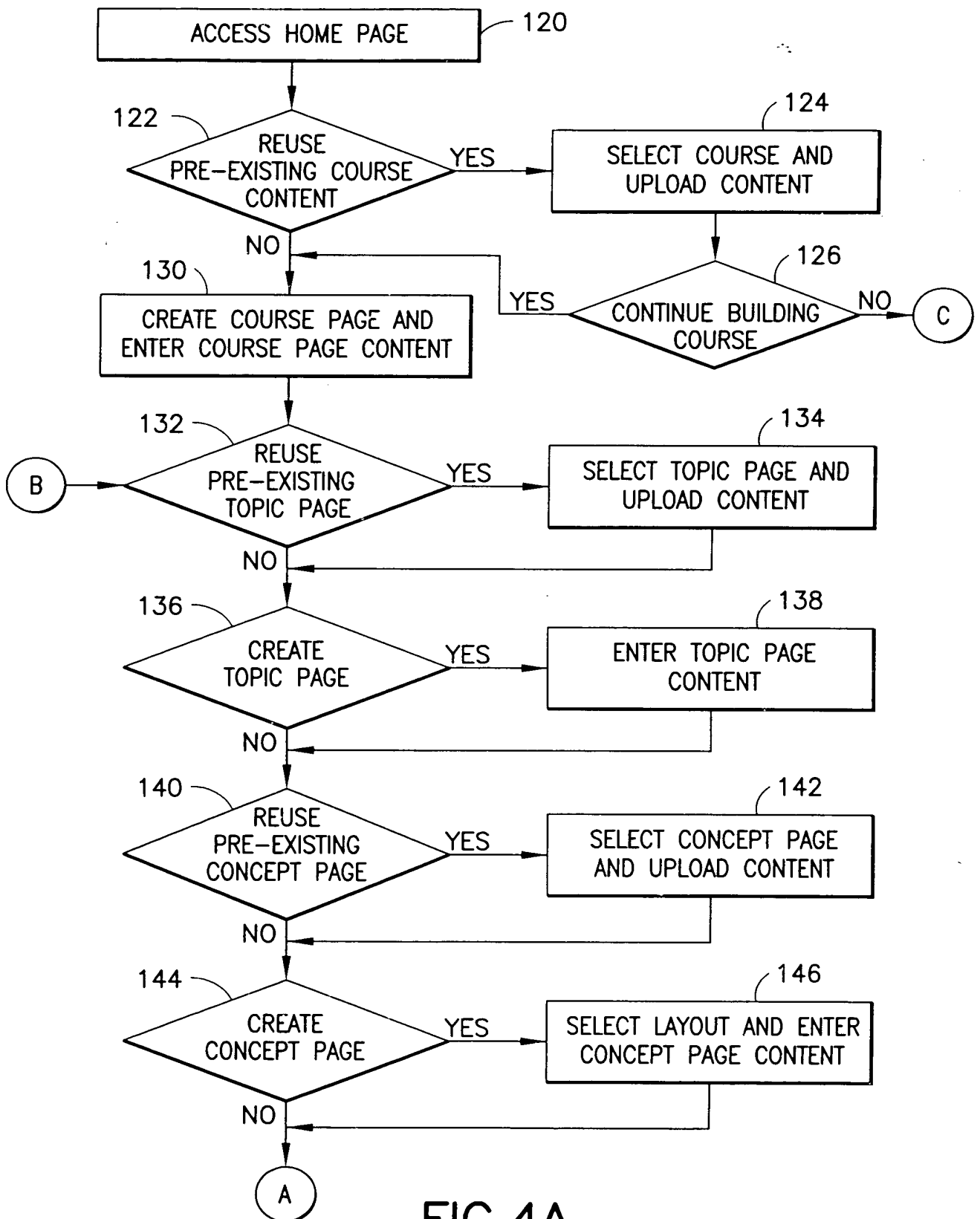


FIG. 4A

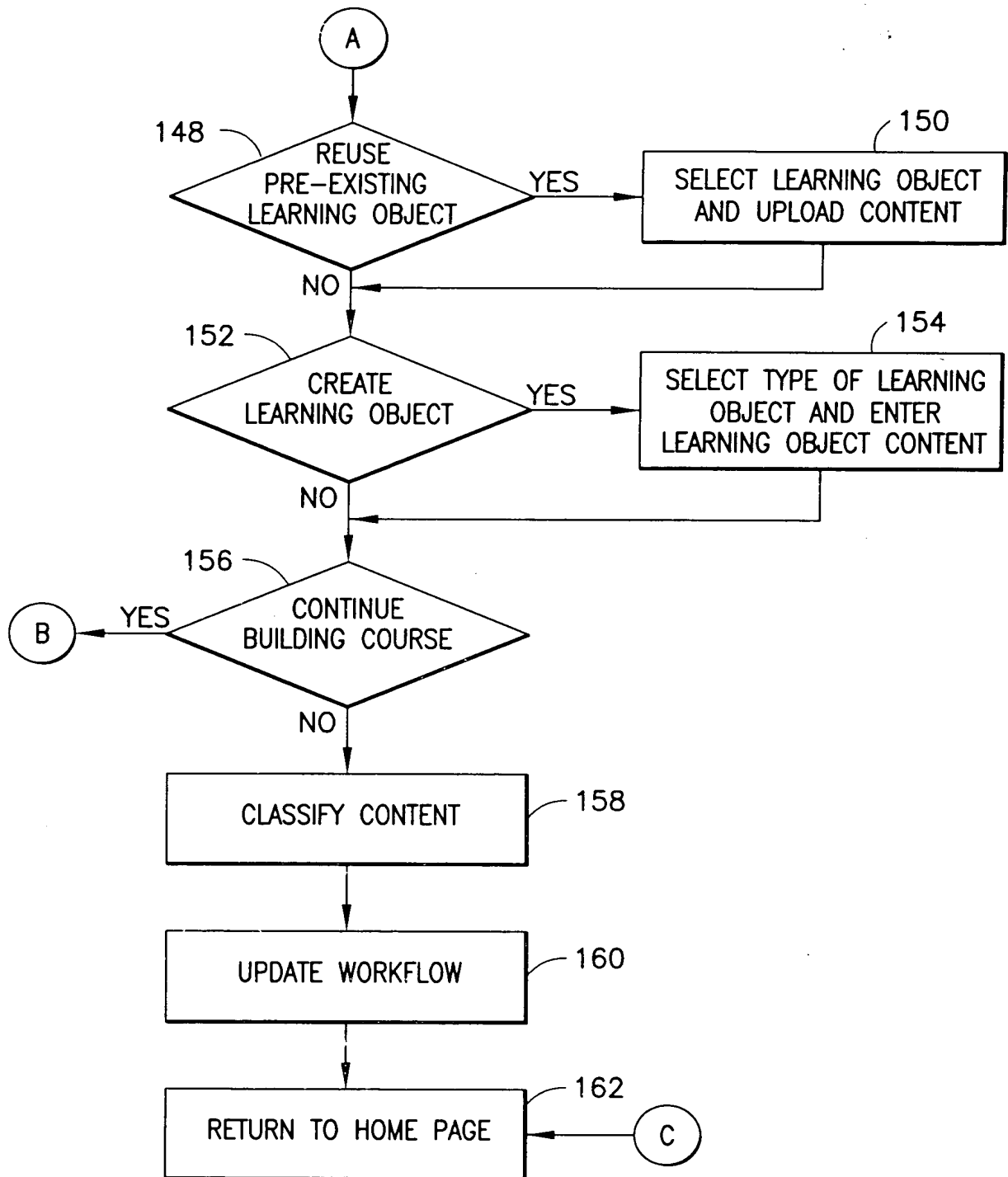


FIG.4B

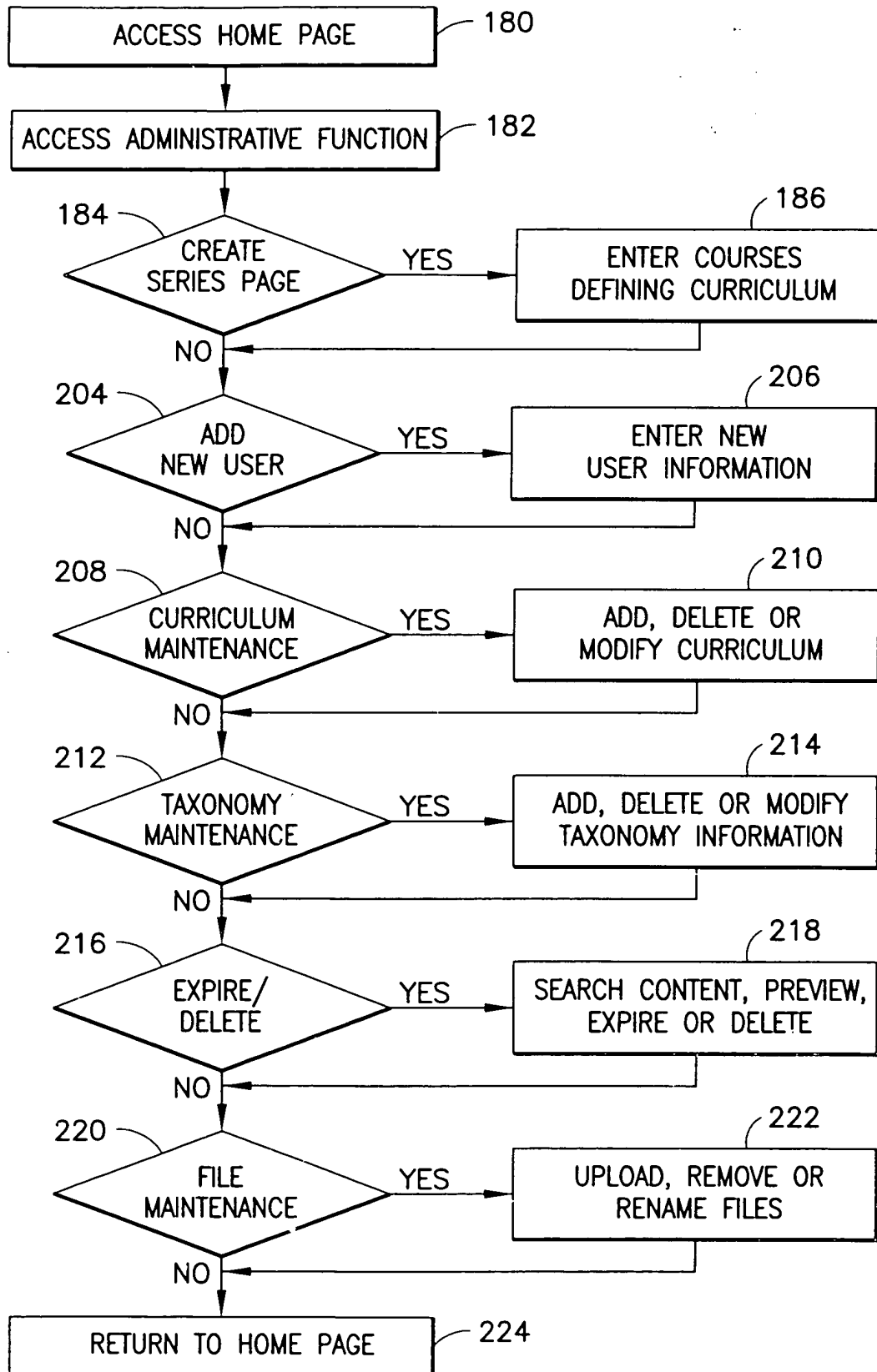


FIG.5

519 520 500

Learning Network Content Management System— Microsoft Internet Explorer

Learning Network Content Management System

Home Search Log Out

Users Curriculum Taxonomy Search/Expire Files

850 Name: Marc Faulk 854 856 858

Role: Author 852

Curriculum: FA

Business Unit: USPC 526

Create New Content 502 504 508 514 506 510 516 518





























































































































































































































































































































































































































Title	Type	Modified	Workflow	Create By	Modified By	Maintenance	Included In	Comments
Holland Test Course	Course	7/26/01	Development	Christophor Holland	Christophor Holland	1/14/02	View	Comments
7-26 check	Course	7/26/01	Development	Elizabeth Moriarty	Elizabeth Moriarty	1/22/02	View	Comments
Designation and Titles	Course	7/26/01	Development	Lauren Cottrell	Christophor Holland	1/22/02	View	Comments
Reading Room	Course	7/26/01	Development	Lauren Cottrell	Lauren Cottrell	1/19/02	View	Comments

FIG. 6A

FIG. 6A

FIG. 6B

FIG. 6

<u>DELETE Service Conversations</u> 	Course	7/25/01	Development	ROSANNA NINNES	ROSANNA NINNES	1/21/02	<u>View</u>	<u>Comments</u>
<u>DELETE Service Conversations</u> 	Course	7/25/01	Development	ROSANNA NINNES	ROSANNA NINNES	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Development	Marc Faulk	Marc Faulk	10/28/01	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	KAREN A MINEO	KAREN A MNEO	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	REBECCA ADE	REBECCA ADE	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	KAREN G VANHOY	KAREN G VANHOY	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Development	SUSAN ROGERS	SUSAN ROGERS	1/21/02	<u>View</u>	<u>Comments</u>
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
                    								
     								

530

Learning Network Content Management System- Microsoft Internet Explorer

Learning Network Content Management System

HomeSearchLog Out

UserCurriculumTaxonomySearch/ExpireFiles

SEARCH534

BasicAdvanced542

Content Name:

Search Keyword:

Date Range:

☒ Last 30 days

☐ From:

6

 /

30

 /

2001

☐ To:

7

 /

30

 /

2001

536540

Business unit

AllUSPC

Authors

AllANN M PISCATELLIBRIDGET LYNCHCAROLYN E LACHChris GrettonCHRISTOPHER JAEGERChristopher Holland

Results Preferences

Save PreferencesRestore Default

Results Per Page:

10

Quick Search

DoneLocal Internet

FIG.7A

☒ Select all subject area

548

Competency Level

☒ All
☐ Basic
☐ Intermediate
☐ Advanced

550

Delivery Type

☒ All
☐ Web-based
☐ CD-ROM
☐ Video-Tape
☐ Virtual
☐ Classroom
☐ Print

552

Instructional

☒ All
☐ Activity
☐ Assessment
☐ Lesson
☐ Resource

554

Source

☒ All
☐ Internal
☐ External

556

Region/Country

☒ All
☐ USA
☐ International

558

Advanced Search

Done

Local Internet

FIG.7B-2

562

Learning Network Content Management System- Microsoft Internet Explorer

Home

Search

Users

Curriculum

Taxonomy

Search/Expire

Files

Log Out

Learning Network Content Management System

SEARCH RESULTS

564

Results Returned: 1351

572

Results : 1-10

574

Next 10 Results >>

Name	Type	Business Unit	Author	Status	View Content	Comments	Open
"G. Ronald Smith"	Learning Object		GAYLE M WALDON	Development	<u>Preview</u>	None	<u>Open</u>
...	Topic		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
...	Concept Page		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>

FIG.7C-1

FIG.7C-2

FIG.7C

FIG.7C-1

...	-Tabs	Learning Object	Sharon Gargano	Development	Preview	None	Open
...	-Text	Learning Object	Sharon Gargano	Development	Preview	None	Open
////		Course	Sharon Gargano	Development	Preview	None	Open
401(k)	Plans- Text	Learning Object	Jim Vernon	Development	Preview	None	Open
401(k)	Plans- Text	Learning Object	Kevin Mills	Development	Preview	None	Open
403 (b)		Learning Object	HELEN N OBAZE	Development	Preview	None	Open
403 (b)		Concept Page	Dave Gardea	Development	Preview	None	Open
Results Returned: 1351		Results : 1-10		Next 10 Results >>			
Done				Local Internet			

FIG.7C-2

580

Images

Learning Objects

Bid Object

John Jones

Joe Jones

Files

PDFs

PDF File 1

PDF File 2

582


Select

Send Request

Upload File

Preview:

584



Alt Text:

Description:

Save

FIG.8

620

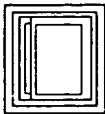
Learning Network Content Management System- Web Page Dialog

To begin creating a new course, you must select a Course Page Template. Click on the appropriate Course Page Template icon from the following list and click Done to make your selection. To reuse an already existing course, click Reuse


Name: Enter the Course Name

Course

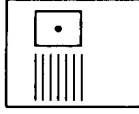
Course Page Templates




Select Template Later



Text Only



Text With Graphics



Select Template Later

624

(Click Done to Continue)

Template Description: Select Template Later

Reuse

Cancel

Done

FIG.10

622

630

Learning Network Content Management System- Web Page Dialog

Background Details: Topic1

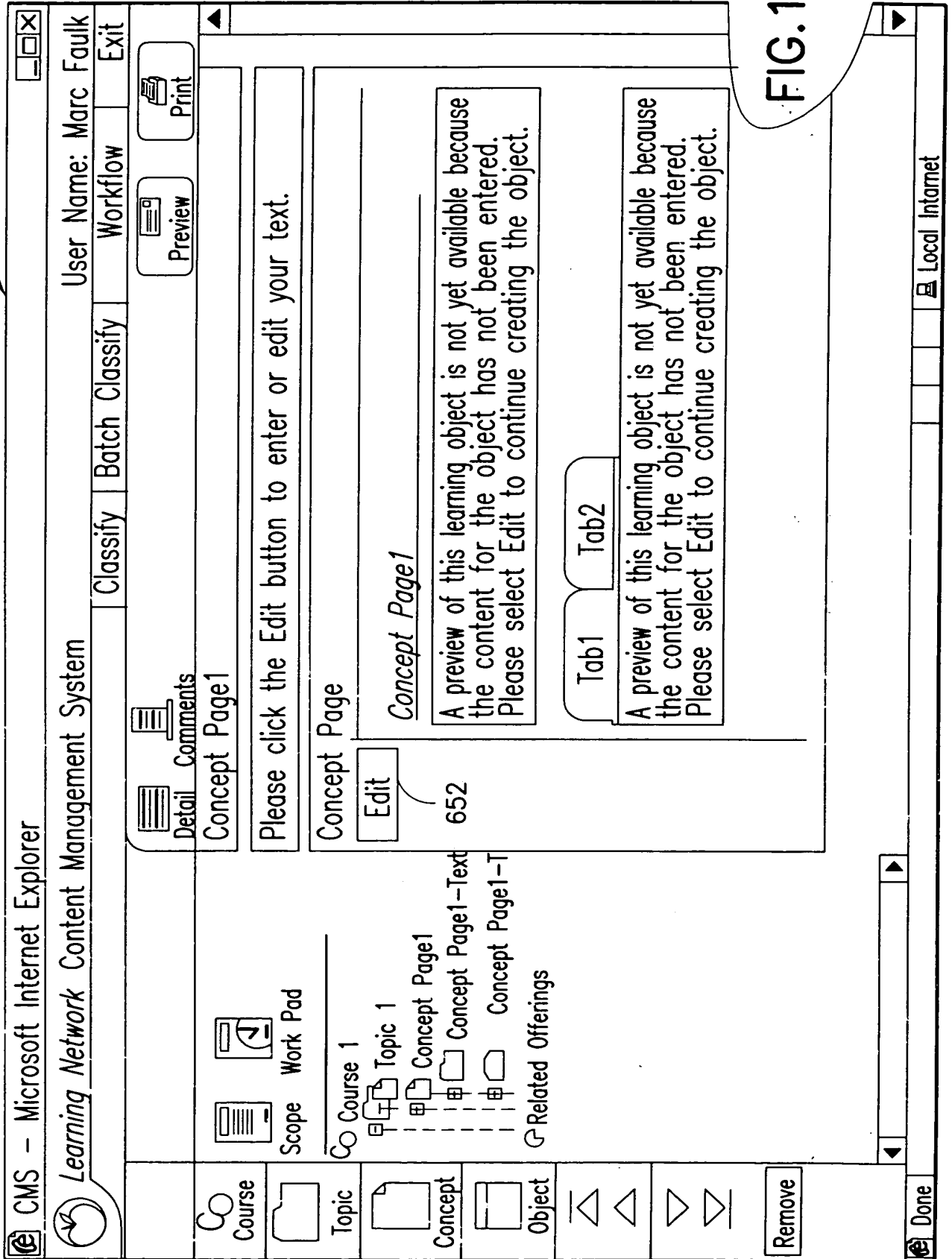
632 Topic Title: Topic1

636 ☐ Make this a clickable topic.
(A Clickable Topic should be used when the topic will consist of only one concept page)

634 [Click here to view administrative information](#)

Cancel Done

FIG.11



Learning Network Content Management System- Web Page Dialog

Background Details: Concept Page1

Concept Page Title: Concept Page1

☐ This is a Child Concept Page
☐ This is an invisible Child Page

Cancel

Done

▼ [Click here to view administrative information](#)

Owner: FA

Business Unit: USPC

Created By: Marc Faulk

Created Date: 7/30/01 3:13:10 PM

Last Modified By: Marc Faulk

Last Modified Date: 7/30/01 3:14:05 PM

FIG.12B

690

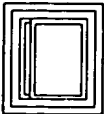
Learning Network Content Management System- Web Page Dialog

To create a new concept page, you must select a concept page template. Click on one of the concept page templates displayed below and click Done to make your selection. To reuse a concept page, click Reuse


Name: Enter the concept page name

Concept Page


Concept Page Templates



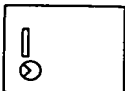
Select Template Later



Text



Text With Contributor



Contributor

Select Template Later

694

(Click Done to Continue)

Template Description: Select Style Later

Reuse

Cancel

Done

20/49

FIG.12C

692

Learning Network Content Management System- Web Page Dialog

Special Object

Object Name Concept Page2-Special

☐ This is a context object

Request Details

Fast Finder

To request a producer's assistance for this object, use the field below to describe the object and what you would like to create. Use this space to provide any information you feel would be useful to the producer in creating this object.

Date

710

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ABC

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Cancel

Submit

FIG.13B

 Special Object

Object Name

☐ This is a context object

Request Details

Fast Finder 716

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type 717

718

Keywords

FIG.13C

Learning Network Content Management System – Web Page Dialog

Contributor 	Object Name Concept Page2-Contributor	Fast Finder
<input type="checkbox"/> This is a context object		

Audio	Key Learning Points	Bio
-------	---------------------	-----

To add an audio file, click Add Audio and select the appropriate audio file from your media files or the general media files folder.

Audio File Name:

Add An Audio

FIG. 13D

721

722

Learning Object Contributor Audio Edit— Web Page Dialog

Audio Entry

Audio Title:


Introduction Text:

Audio Title:

Transcript:

Audio Attachment:

FIG. 13

 Contributor

725

Object Name

Concept Page2-Contribu

☐ This is a context object

Audio

Bio

Key Learning Points

Fast Finder

To select a contributor's bio from the data base, select Browse.

Bio information:

Browse

Cancel

Submit

FIG.13F

726

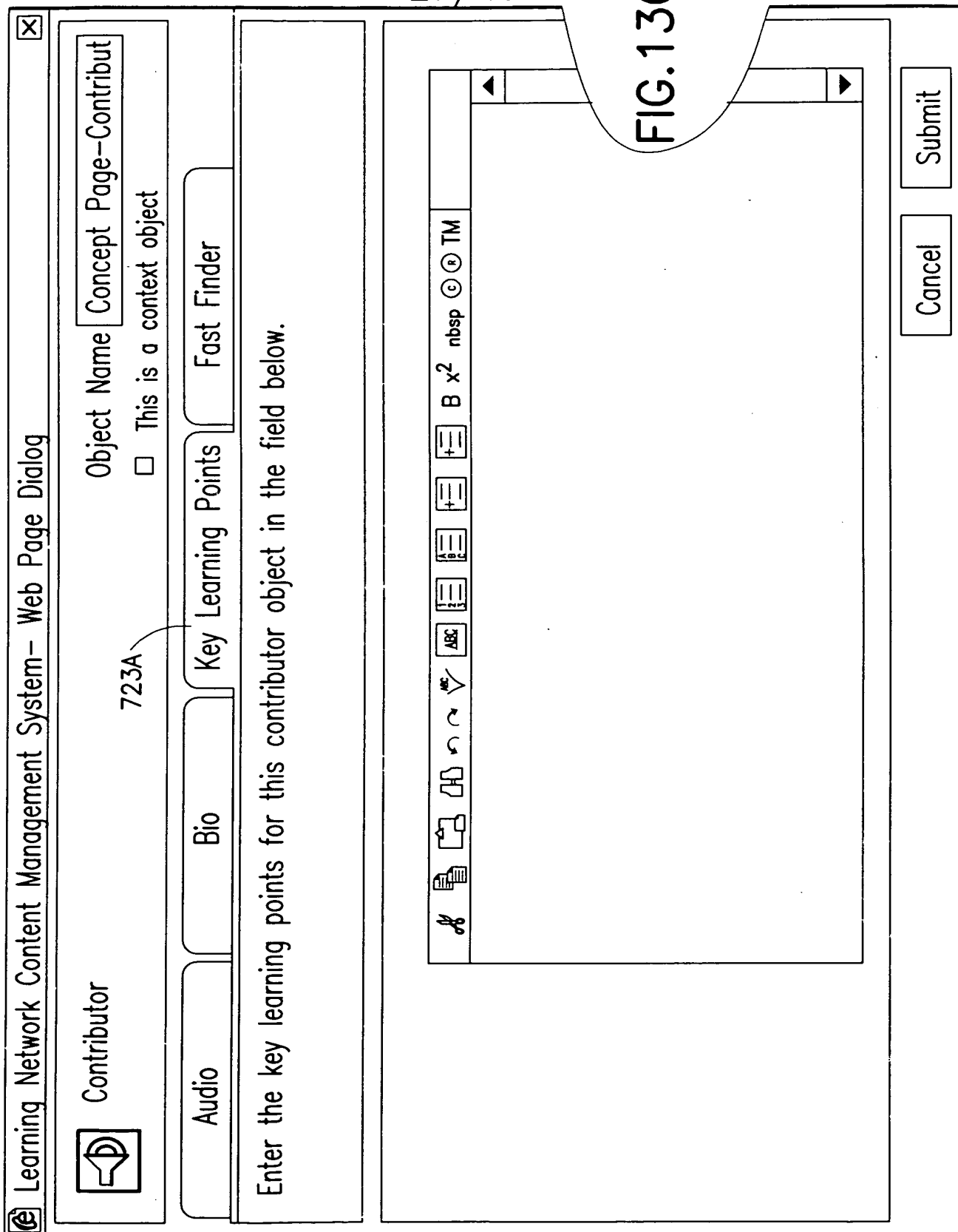



FIG. 13G

Contributor

Object Name

☐ This is a context object

Audio

Bio

Key Learning Points

Fast Finder 728

Select the Fast Finder type for this object from the list below and assign the appropriate keywords.

Fast Finder Type

Keywords

Assign Keywords


Cancel

Submit

FIG.13H

729

730

Link

Object Name

☐ This is a context object

Link Entry

Introduction

Fast Finder

Click Add a Link to enter information about the course or site you would like to link to.

732

Add a Link

Cancel

Submit

FIG.13I

731

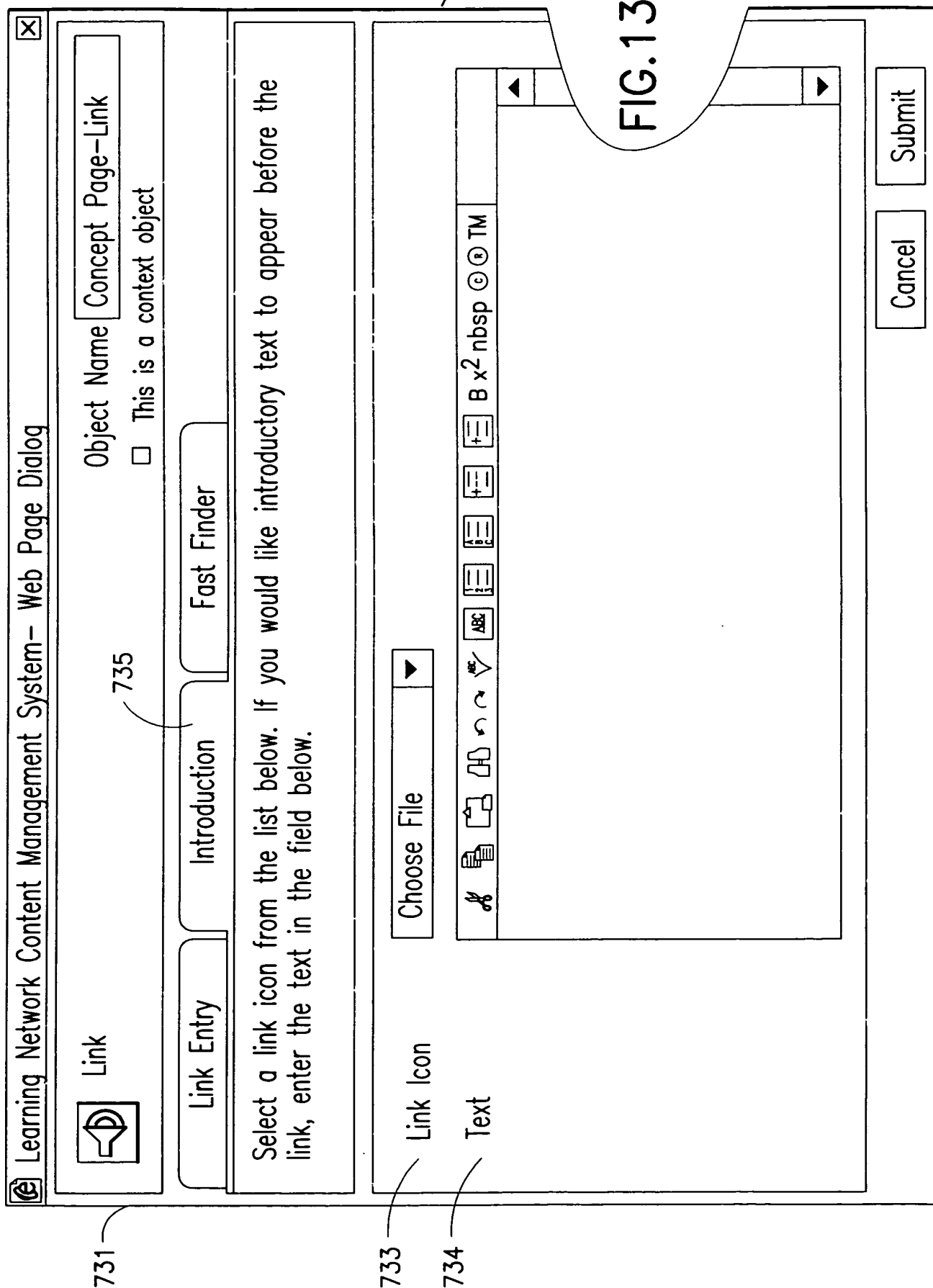



FIG. 13J

 Link

Object Name

☐ This is a context object

Link Entry

Introduction

Fast Finder

736

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type

Not Applicable

Keywords

Assign Keywords

Cancel

Submit

737

738

FIG.13K

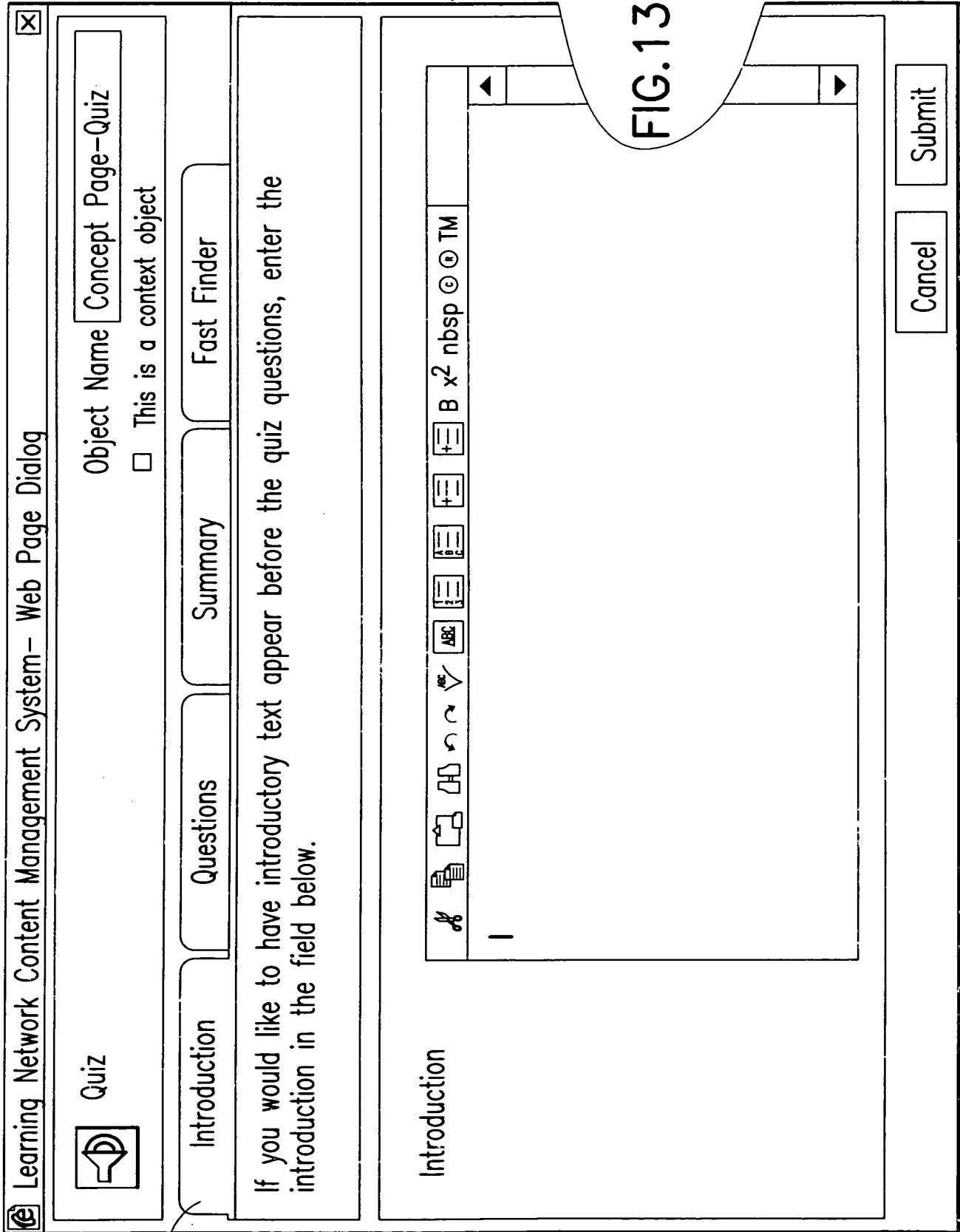


FIG. 13L

746

748

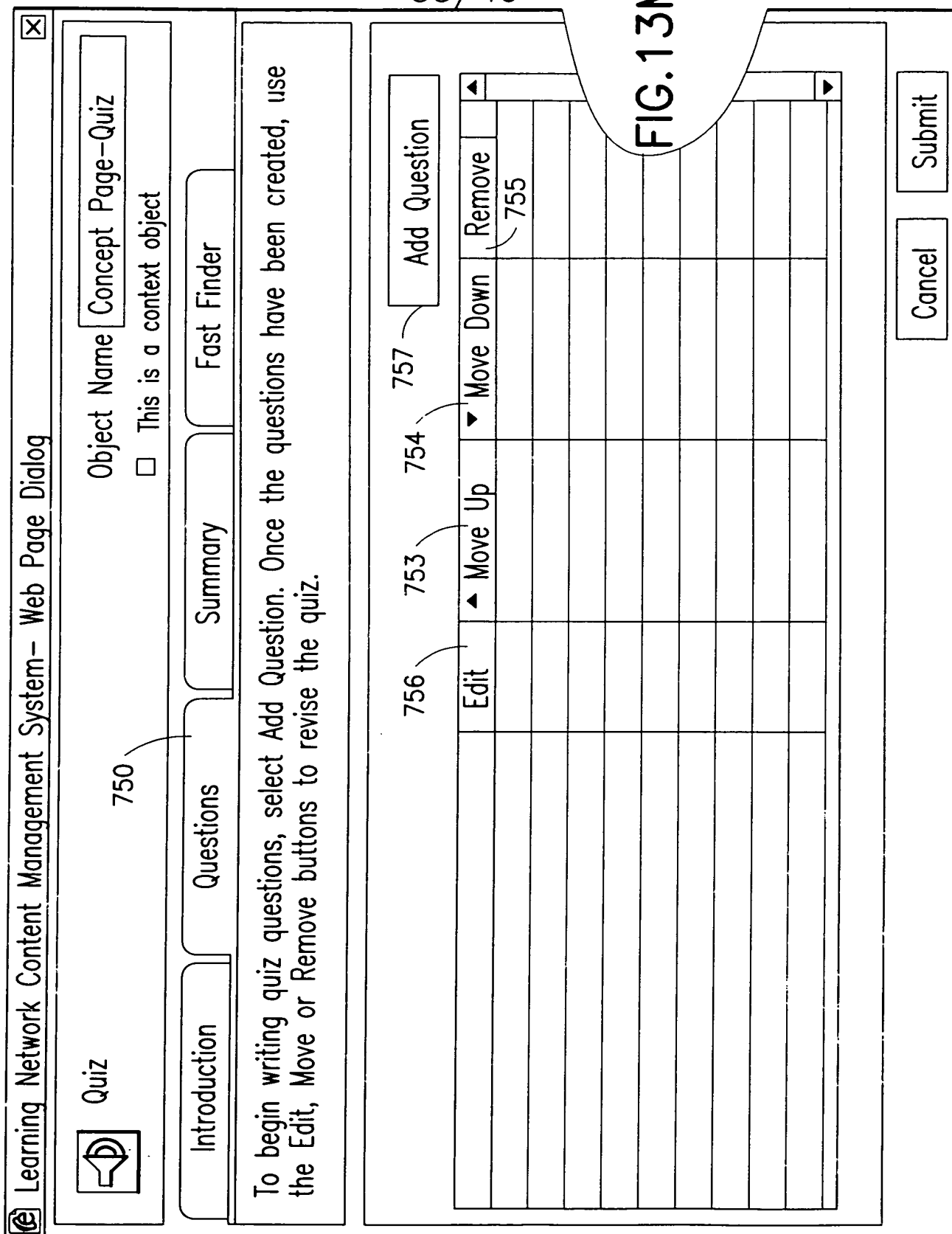



FIG. 13N

 Quiz

Object Name

☐ This is a context object

Introduction

Questions

Summary

Fast Finder

758


If you would like summary text to appear after the quiz, enter the summary text in the field below.


Summary

Cancel

Submit

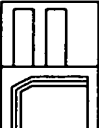
FIG. 13Q

Details

Comments


Concept Page – Tabs

Please click the Edit button to edit your tab/list




Tabs/Lists Object

Edit



Move Region





Tab1


Tab2


A preview of this learning object is not yet available because the content for the object has not been entered. Please select Edit to continue creating the object.


Name














Preview

Print

Local Intranet

FIG.13R

 Tabs/Lists

770

Object Name

Concept Page-Tabs

☐ This is a context object

Template

Fast Finder

Select or Change Your Tab/List Template Format

772

Template


Tabs

▼

Cancel

Submit

FIG.13S

 Tabs/Lists

Object Name

☐ This is a context object

Template

Fast Finder 774

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type

Keywords

Assign Keywords

Cancel


Submit

776

778

FIG.13T

FIG. 13V



Learning Network Content Management System— Web Page Dialog

Text Object

Object Name

☐ This is a context object

Text

Image

Attachment

Fast Finder

If you would like to add an image to this object, select Browse to locate an image.


Image

Orientation

786

784

792

 Text Object

Object Name

Concept Page-Text

☐ This is a context object

Text

Image

Attachment

Fast Finder

If you would like to add an attachment to this object, select Browse to locate the attachment.

Attachment

Browse

Cancel

Submit

788

790

FIG.13W

820

Learning Network Content Management System- Web Page Dialog

Workflow: Service Conversations

The screen below is used to submit content to the next step in the workflow process. Use the drop-down boxes in the column on the right to indicate whether you would like to Submit content for approval. If you select No Action, the component will maintain its current status.

Name	Type	Workflow	Last Action	Review
Service Conversations	Course	Development		No Action
Introduction to Service Standard	Topic	Development		No Action
Service Standard	Concept Page	Development		No Action
What is meant by Service Standard-Text	Learning Object	Development		No Action
Components of Service Standard	Concept Page	Development		No Action
Components of Service Standard-Text	Learning Object	Development		No Action

FIG.14A

FIG.14B

FIG.14A

FIG.14

Components of Service Standard-Tabs	Learning Object			No Action
Implementing Service Standards	Topic	Development		No Action
Guide to Service Standard Implementation	Concept Page	Development		No Action
Guide to Service Standard Implementation-Text	Learning Object	Development		No Action
Guide to Service Standard Implementation-Tabs	Learning Object			No Action
Service Conversations	Topic	Development		No Action
Conversations that add Value	Concept Page	Development		No Action

FIG.14B

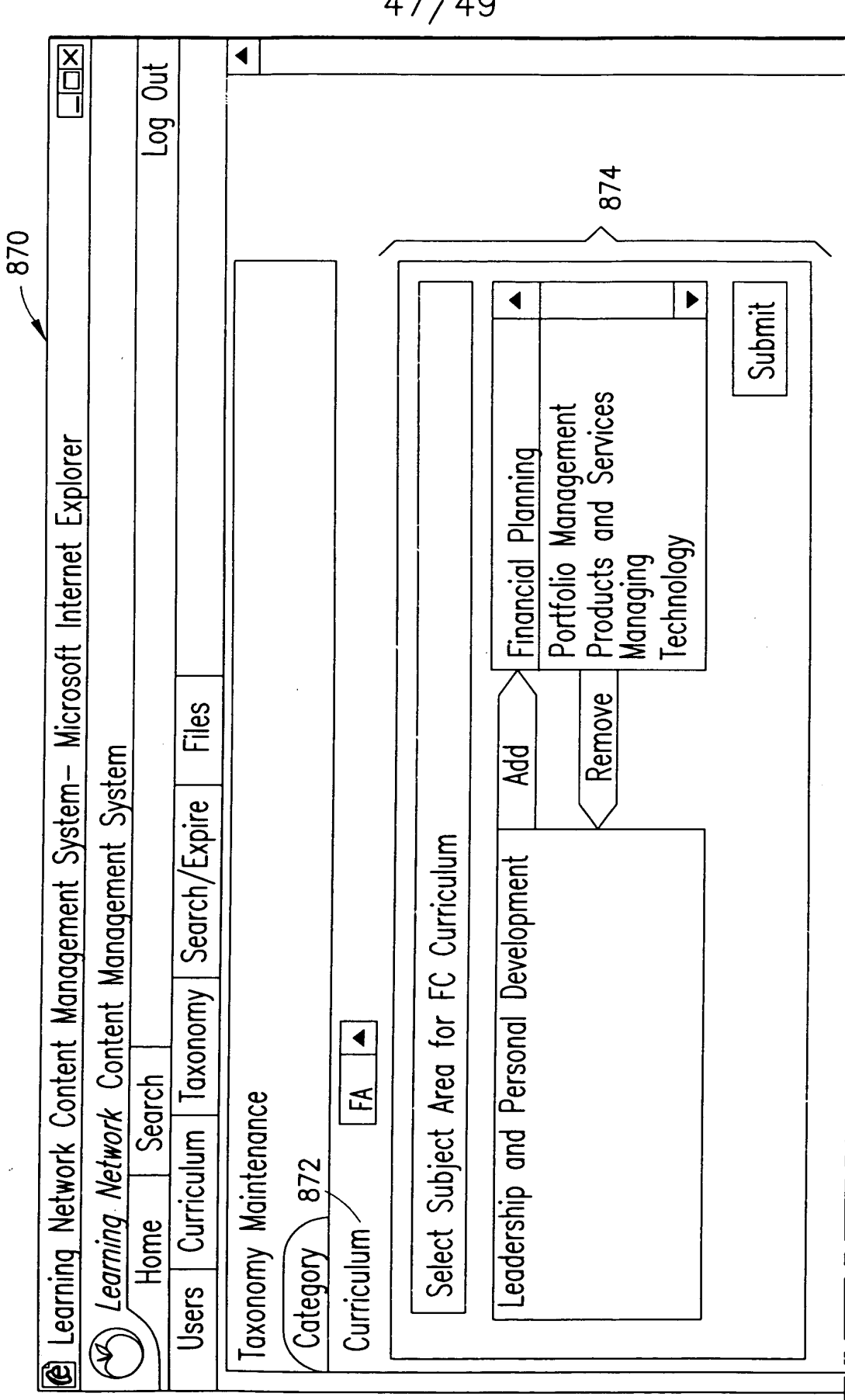


FIG.15A

FIG.15A

FIG.15B

FIG.15

<input type="checkbox"/> Summary			<div>876</div>		Local Intranet
Curriculum	Core Category	Subject Area			
FA	Business	Financial Planning			
	Business	Portfolio Management			
	Business	Products and Services			
	Business	Sales and Marketing			
	Business	Wealth Management			
FA	Professional Development	Leadership and Personal Development			
FA	Technology	Technology			

FIG.15B

FIG.16

900

